

From: Bob Balke
To: Microsoft ATR
Date: 1/2/02 1:53pm
Subject: Microsoft settlement

As a consumer, I appreciate the greater usability of Microsoft software. If I don't want to use Explorer, I'll get Netscape. But I appreciate the fact that I don't have to get Netscape or Real Network in order to have a PC that performs the tasks that I want to accomplish. For some reason, Microsoft is being penalized for building a great product and then making the product better over the years. For my money, the consumer is the largest beneficiary of Microsoft's upgrades.

But if you have sufficient manpower, please focus on an industry that openly fixes prices, provides the worst customer service and blames all of its problems on others. Of course I'm referring to the airline industry.

Sincerely,

Robert J. Balke